



Business & Social Science  
**IJRBS**

## Research in Business & Social Science

**IJRBS VOL 8 NO 5 ISSN: 2147-4478**

Available online at [www.ssbfnct.com](http://www.ssbfnct.com)

Journal homepage: <https://www.ssbfnct.com/ojs/index.php/ijrbs>

# Role of organizational culture, communication and leadership style on job satisfaction



*Manner Tampubolon<sup>a\*</sup>, Risma Harati<sup>b</sup>*

<sup>a,b</sup>STKIP RIAMA, Jl. Tritura No.6, Harjosari II, Kec. Medan Amplas, Kota Medan, Sumatera Utara 2014, Indonesia

### ARTICLE INFO

#### Article history:

Received 14 August 19

Received in revis. form 27 August 19

Accepted 28 August 19

#### Keywords:

Organizational Culture

Communication

Leadership Style

Job Satisfaction

JEL Classification:

M30

M31

M15

### ABSTRACT

*This research aims to analyze the role of organizational culture, communication and leadership style on job satisfaction. The object of this research is Senior High Schools (SMA)/Vocational Secondary School (SMK), while the subjects are 55 School Principals. Four variables from the research data were gathered through instruments in the form of valid and reliable questionnaires. Statistical Analysis of the research data used multiple linear regression analysis with the significance in accordance with the output of SPSS 22.0. Findings indicated that organizational culture has an effect but not significant on job satisfaction, while communication has a significant effect on job satisfaction, and leadership style has a significant effect on job satisfaction, the simultaneous variable of organizational culture, communication and leadership style has a significant effect on job satisfaction.*

© 2019 Bussecon International Academy. Hosting by SSBFNET. All rights reserved.

Peer review under responsibility of Bussecon International Academy & SSBFNET.

## Introduction

Organizations are established for the purpose of achieving a particular goal. An organizational goal can be achieved through good performance from the entire human resources within an organization. The factor that can turn an organizational culture into school principal effective work is by changing the previous organization culture which is poor and not in accordance with the values of the new organization culture or better on all the leadership of school institutions/organizations, subordinates: staffs/employees/volunteer teachers, participative and independent. Today, many leaders and their subordinates in an institution/school is very difficult to be an example, change themselves, ignore the values and culture of the school organization/institutions. Quality education improvement is aimed for all levels of education. A real quality improvement can be seen through the physical and non-physical developments. Physical development can be seen through construction of a building and its equipment, while non-physical development can be seen through the curriculum, vision and mission of a school and its programs. Latest attempts have been made to develop the schools as government increased education funding by 20%. This development is performed by a leader in carrying out the activities as he is mandated as the head of school management. In reality, it has been found out that a great number of school principals could not set as examples as a role model that should be modeled and imitated by his subordinates so as to give an impact on work motivation that can be performed effectively. An organizational culture is the values or norms that bind an individual in carrying out the tasks in an organization. It is clear that a good organizational culture may affect communication and leadership style on good job satisfaction by subordinates, students and the surrounding environment. A smooth communication also forms a binding force between employees and teachers at schools. The behavior of a leader is the limelight from outside as well as inside an organization. The Image of a leadership is a reflection in which all employees and the community pay attention to what is called by the term "image", where this

\* Corresponding author. Tel: +62 61 7862285 ORCID ID: x

Peer review under responsibility of Bussecon International Academy.

© 2019 Bussecon International. Hosting by SSBFNET- Center for Strategic Studies in Business & Finance. All rights reserved.

<https://doi.org/10.20525/ijrbs.v8i5.494>

imaging will build trust to subordinates or to the wider community. This as proved by some cases where in performing their tasks and functions, the leaders failed to comply with the rules and moral values of a nation that can cause the image of an organization bad. Leadership style is a style, attitudes and behavior of a person to deal with others which are formed by his educators and experiences as well as by interaction with the environment. It is clear that the leadership style can influence organizational culture that affect the environment, one's physical, and situation through education transferred through certain values. Leadership style can influence empathy, as with an attitude, we can understand others. And leadership styles can affect individual work motivation and his subordinates, as it can positively increase psychological condition of his subordinates. Dissatisfaction in service given by school principal may result in a great number of complaints from the services recipients delivered through various ways whether directly or indirectly. School employees tend to have problems with their punctuality, including leaving for hours, break time and leaving from work. At times, it takes forever for the public to wait for the school staff to serve them for their document business. This indicates that unmanaged leadership, motivation, communication and job satisfaction between superior and subordinates result in a bad impact on the services

## **Literature Review**

### **Organizational Culture**

An organizational culture is a working method based on a system of values held by every staff or employees in an organization. An organizational culture is also determined by a system, procedures and the organizational structure itself. The word "culture" itself is derived from the Sanskrit word "budhayah" the plural of buddhi or mind and its plural word is budi-daya, which literally means "daya" from "budi", or in other words "culture is the power of wisdom in the form of reasoning, feeling and desire. While "kebudayaan (culture)" is the development of a culture itself as a result of reasoning, feeling and desire. According to Robins, there are seven characteristics of an organizational culture (1) innovation and risk taking. All this while, employees have been encouraged to be innovative and dare to take the risk (2) attention to detail. How far employees are able to show their alertness, analytical skills and attention to detail (3) results-oriented (4) people-oriented (5) team-oriented (6) aggressiveness (7) stability.

### **Communication**

Communication is defined as a transition or information transition and understanding using symbols together from one person or group to another party and those symbols can be either verbal or nonverbal (Ivancevich, et. al., 2007). Robbins and Judge in Daryanto (2013:58) redefined communication as a relationship or interaction between superiors and subordinates (downward communication) or from the subordinates to superiors (upward communication) or among fellow workers (horizontal communication) and or communication across channel in order to achieve organizational or individual goal. Toha (2007:187) Communication in an organization consists of instructions, reports, questions and petition. Devito in Toha (2007:191) argues that an inter-personal communication can be effective if consists of five things, namely openness, empathy (feeling what others feel), support (agreeing), positivity and similarities. The indicators of communication include: (1) there is togetherness within a school/organization, (2) trust to transfer values, (3) discipline to implement, (4) imposing sanctions for those violating the rules, values, norms. (5) working spirit as a form of practicing the culture

### **Leadership style**

An organizational goal is achieved through the effectiveness of leadership where it directs the whole company resources to the maximum. The role of a leader in managing the members of an organization is an important factor which can determine the end form of an organization as well as behaviors of its members. House puts together leadership by recommending that an effective leadership has domination, self-confidence, effect and displays high morality to increase the level of charismatic's (Ivancevich, et al, 2008:213). Fry in Wirwan (2013:220) puts forth that leadership is an effort extrinsically or intrinsically motivates their followers to simultaneously achieve personal and organizational goals through the achievement of suitability or congruent between subordinates and tasks and increase the reward of the followers.). House Robert J., and Terence R. Mitchell, 2003:81-97 proposed four types of leadership, namely; (1) directive leadership, (2) supporting leadership, (3) participatory leadership, and (4) achievement-oriented leadership. A principal leadership style is the behavior of school principal in leading, directing, nurturing and influencing subordinates in learning activities at school. Based on that, then the dimension of leadership style of a school principal in this research is open, dominating the implementation of the task and situational.

### **Job satisfaction**

Job satisfaction is a pleasant or unpleasant emotional state where the employees see their works (Sunyoto, 2013:15). Job satisfaction reflects the feelings of a person towards work and everything s/he faces within workplace. Devis in Mangkunegara (2006:117) stated that job satisfaction is the supporting or unsupporting feelings experienced by employees in the workplace. With high salary, job satisfaction is not guaranteed, Wastonin Sunyoto, (2013:15). According to Kaplan and Norton in Putri (2011), there are six elements of customer satisfaction (1) involvement with decisions, (2) recognition for doing a good job, (3) access to sufficient information to do the job well, (4) active encouragement to be creative and use initiative, (5) support level from staff functions, (6) overall satisfaction with company. Satisfaction does not necessarily lead to high productivity, as stated by Poffenberger in Putri (2011) that job satisfaction does not appear to be highly correlated with job productivity as such. In other words, high job satisfaction does not always

result in high productivity, not does low job satisfaction always result in low productivity. Obviously navigable other than job satisfaction or dissatisfaction can and do affect an employee's job productivity. Employees' job satisfaction may be indicated by several factors, namely :1.satisfaction with the preferred work, 2.Satisfaction with the work rules system, 3. Satisfaction with colleagues as elements of environment/workplace, 4. Job satisfaction as an element of the relationship between subordinates and superiors since in practice most of the tasks are given by the superior, 5.Satisfaction with facilities provided

## Research Methodology

### Research objective

The subject in this research are school principals of SMA/SMK/MAN in Siantar city

### Population and samples

The population in this research are 71 Principals of SMA/SMK/MAN (pre survey) in Siantar City.The number of samples was determined using the following Slovin's formula :

$$\begin{aligned}n &= N / (1 + Ne^2) \\&= 71 / (1 + 0,3025) \\&= 55 \text{ SMA/SMK/MAN Principals}\end{aligned}$$

Where :

n = total samples

N = total population

e = error tolerance limit (5%)

The calculation using the above formula resulted in 61 samples.The sampling technique used simple random sampling.

### Data collection technique

- a. Questionnaire.
- b. Documentation study

### Type and sources of data

- a. Primary data source
- b. Secondary data source

### Data analysis technique

#### *Multiple Linear regression*

The model of data analysis in this research is as follows :

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + e$$

Where :

Y = Variable of job satisfaction

a = Constanta

b<sub>1</sub>, b<sub>2</sub>,b<sub>3</sub> = Regression Coefficient

X<sub>1</sub> = Variable of Organizational Culture

X<sub>2</sub> = Variable of Communication

X<sub>3</sub> = Variable of Leadership Style

e = Standard Error (error rate) 5%

#### Classical Assumption Test

- Normality Test
- Multicollinearity Test

- Heteroscedasticity Test

Hypothesis Test

- Simultaneous Hypothesis Test (F)
- Partial Hypothesis Test (Test-t)

Coefficient of Determination

## Results and Discussion

### Classical Assumptions

#### Normality Test

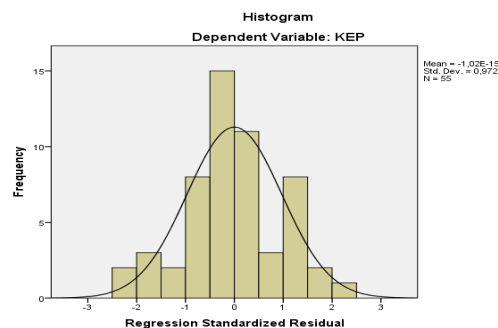
Below is the results of normality test using Kolmogorov-Smirnov from the variables of culture, communication, leadership style and job satisfaction:

**Table 1:** Normality Test

| One-Sample Kolmogorov-Smirnov Test     |               |                         |
|--|---------------|-------------------------|
|  |               | Residual Unstandardized |
| <b>N</b>                               |               | 55                      |
| <b>Normal Parameters<sup>a,b</sup></b> | Mean          | 0E-7                    |
|  | Std.Deviation | ,60098899               |
| <b>Most Extreme Subsequently</b>       | Absolute      | ,097                    |
|  | Positive      | ,097                    |
|  | Negative      | -,091                   |
| <b>Kolmogorov-Smirnov Z</b>            |               | ,717                    |
| <b>Asymp.Sig.(2-tailed)</b>            |               | ,683                    |
| <i>a. Test distribution is normal.</i> |               |                         |
| <i>b. Calculated from data.</i>        |               |                         |

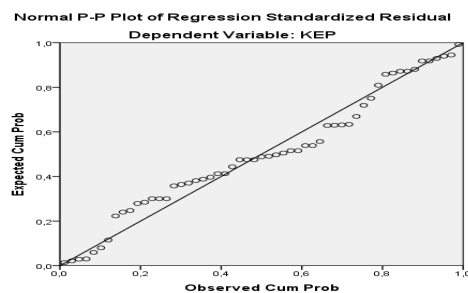
**Source:** Authors

Based on the data on the table above concluded that :The variable of communication, an organizational culture and job satisfaction have the value of  $Sig. = 0,683 > 0.05$  thus declared as normally distributed. Other data normality test in this research used histogram and graphics (*Normal P-P Plots*).



**Figure 1:** Histogram

Based on the image of the results of the above *SPSS output*, histogram diagram formed rounded normal curve and thus the residual is declared normal and normality assumption is met



**Figure 2:** Normal P-P Plots

From the above figure, it can be seen that the points or data are unidirectional and follow the diagonal lines. This can be concluded that the data are normally distributed.

*Multicollinearity Test*

The results of data processing from multicollinearity test is presented in the following table:

**Table 2:** Multicollinearity Test

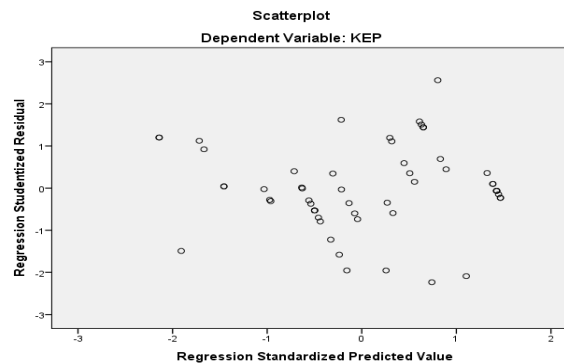
| Correlations   |         |        | Collinearity Statistics |       |
|----------------|---------|--------|-------------------------|-------|
| The Zero-order | Partial | Part 5 | Tolerance               | VIF   |
|                |         |        |                         |       |
| ,533           | ,181    | ,044   | ,715                    | 1.399 |
| ,826           | ,685    | ,224   | ,476                    | 2.101 |
| ,937           | ,901    | ,496   | ,516                    | 1.937 |

Source: Authors

The above table shows that *no the tolerance value* under 10% and the value of *Variance Inflation Factor* (VIF) is no more than 10, which indicates that this regression model of these variables shows no multicollinearity problems.

*Heteroscedasticity Test*

How to predict heteroscedasticity in a model can be seen using Scatterplot pattern below :

**Figure 3:** Heteroscedasticity test

From the above figure, it is seen that the points are spread at random and spread out above or under 0 on the Y axis. It is concluded that heteroscedasticity does not occur in a regression model leaving the regression model feasible to predict job satisfaction based on variable of cultural organization and employee satisfaction.

**Findings****Results of Hypothesis Test***t-test (partial)*

The t-test used to test whether there is a significant impact between independent variables and dependent variables separately.

**Table 3:** T-test

Coefficients<sup>a</sup>

| Model |            | Unstandardized Coefficients |            | Standardized Coefficients | T      | Sig. |
|-------|------------|-----------------------------|------------|---------------------------|--------|------|
|       |            | B                           | Std. Error | Beta                      |        |      |
| 1     | (Constant) | ,678                        | ,945       |                           | ,718   | ,476 |
|       | BO         | ,049                        | ,037       | ,052                      | 1.317  | ,194 |
|       | KM         | ,320                        | ,048       | ,325                      | 6.722  | ,000 |
|       | GK         | ,990                        | ,067       | ,691                      | 14.873 | ,000 |

a. Dependent Variables: kept

Source: Authors

The first hypothesis obtained the value of  $t_{\text{count}} (1,317) < t_{\text{table}} (2,007584)$  and the significance value (SIG) of  $0,194 > 0.05$ , which lead to the conclusion that an organizational culture have an effect but not significant on job satisfaction. The second hypothesis obtained the value of  $t_{\text{count}} (6,722) > t_{\text{table}} (2,007584)$  and the significance value (SIG) of  $0,000 < 0.05$ , which lead to the conclusion that communication has a significant effect on job satisfaction. The third hypothesis obtained the value of  $t_{\text{count}} (14,873) > t_{\text{table}} (2,007584)$  and the significance value (SIG) of  $0,000 < 0.05$ , which lead to the conclusion that has a significant effect on job satisfaction

**F Test (simultaneous)**

Below are the results of hypothesis tests simultaneously from the variables in this research :

**Table 4:** F Test

| ANOVA <sup>a</sup> |            |                |    |             |         |                   |
|--------------------|------------|----------------|----|-------------|---------|-------------------|
| Model              |            | Sum of Squares | df | Mean Square | F       | Sig.              |
| 1                  | Regression | 324.132        | 3  | 108.044     | 282.517 | ,000 <sup>b</sup> |
|                    | Residual   | 19.504         | 51 | ,382        |         |                   |
|                    | Total      | 343.636        | 54 |             |         |                   |

a. Dependent variables:KEP

b. Predictors: (Constant), GK, BO, KM

**Source:** Authors

The total of  $F_{Table}$  in this research is as follows :  $F_{table}$  in accordance with F Table is 2,786229. The above table shows that the value of  $F_{count}$  is 282,517 with probability 0,000. Since its probability is smaller than 0.05 and  $F_{count} (282,517) > F_{table} (2,786229)$  then  $H_0$  is rejected or  $H_a$  is accepted which means that variables of culture, communication, leadership style have a significant effect on job satisfaction.

**Multiple Linear regression analysis**

Below is the table of the results of the processed data for multiple linear regression test of these variables :

**Table 5:** Multiple Linear regression test results

Coefficients<sup>a</sup>

| Model |            | Unstandardized Coefficients |            | Standardized Coefficients | T      | Sig. |
|-------|------------|-----------------------------|------------|---------------------------|--------|------|
|       |            | B                           | Std. Error | Beta                      |        |      |
| 1     | (Constant) | ,678                        | ,945       |                           | ,718   | ,476 |
|       | BO         | ,049                        | ,037       | ,052                      | 1.317  | ,194 |
|       | KM         | ,320                        | ,048       | ,325                      | 6.722  | ,000 |
|       | GK         | ,990                        | ,067       | ,691                      | 14.873 | ,000 |

a. Dependent variables:KEP

**Source:** Authors

The regression equation formed from the data on the above table is as follows:

$$Y = 0,678 - 0,049X_1 + X_2 + 0,9900,320X_3 + e$$

The above equation leads to the following results:

1. Constanta (a) = 0,678 which means that although the independent variable ( $X_1$ ) ; organizational culture and independent variable  $X_2$ , : communication and the independent variable  $X_3$  : leadership style are 0, then customer decision (Y) remains to be 0,678
2. Coefficient  $X_1$  ( $b_1$ ) = 0.049 and positive value. This means that each organizational culture variable improvement by 1 leads to the increased job satisfaction (Y) by 0.049.
3. Coefficient  $X_2$  ( $b_2$ ) = 0,320 and positive value. This means that each communication variable improvement by 1 leads to the increased job satisfaction (Y) by 0,320.
4. Coefficient  $X_3$  ( $b_3$ ) = 0.990 and positive value. This means that each leadership style variable improvement by 1 leads to the increased job satisfaction (Y) by 0,990.

Based on the processed data above, it is revealed that the variable with the most dominant effect on job satisfaction is leadership style as its coefficient regression value is bigger than other independent variables

**Coefficient of Determination**

Coefficient of Determination is obtained with the aid of SPSS program :

**Table 6:** Coefficient of determination**Coefficients<sup>a</sup>**

| Model | R                 | R Square | Adjusted R Square | Std.Error of the Estimate |
|-------|-------------------|----------|-------------------|---------------------------|
| 1     | ,971 <sup>a</sup> | ,943     | ,940              | ,618                      |

a. Dependent Variables: kept

**Source:** Authors

The value of coefficient of determination (*R Square*) revealed that job satisfaction mutually influenced by an organizational culture, communication, leadership style by 0,940 or 94% while the remaining 16% is influenced by other factors beyond the scope of this research.

## Discussion

Based on the data analysis previously mentioned, it is discovered that the variable of an organizational culture obtained the value of  $t_{\text{count}} (1,317) < t_{\text{table}} (2,007584)$  and the significance value  $(\text{SIG}) 0,194 > 0,05$  which lead to the conclusion that an organizational culture has an effect but insignificant on job satisfaction. The second hypothesis obtained the value of  $t_{\text{count}} (6,722) > t_{\text{table}} (2,007584)$  and the significance value  $(\text{SIG}) 0,000 < 0,05$ , which lead to the conclusion that communication has a significant effect on job satisfaction. The third hypothesis obtained the value of  $t_{\text{count}} (14,873) > t_{\text{table}} (2,007584)$  and the significance value  $(\text{SIG}) 0,000 < 0,05$  which lead to the conclusion that leadership style has a significant effect on job satisfaction. Meanwhile the value of  $F_{\text{the table}}$  is in line with  $F$  Table which is 2,786229. The above table shows that the value of  $F_{\text{count}}$  is 282,517 with probability of 0,000. Since its probability is smaller than 0.05 and  $F_{\text{count}} (282,517) > F_{\text{table}} (2,786229)$  then  $H_0$  is rejected or  $H_a$  is accepted which means that the variables of culture, communication, leadership style have a significant effect on job satisfaction. The multiple linear regression equation formed is  $Y = 0,678 - 0,049X_1 + 0,320X_2 + 0,990X_3 + e$ . From this equation, it can be seen that the variable is a variable of leadership style as its coefficient regression is bigger than other independent variables. The extent of the influence can be seen from the coefficient of determination value. The value of coefficient of determination (*R Square*) showed that job satisfaction simultaneously influenced by communication and an organizational culture by 94% while the remaining 16% is influenced by other factors beyond the scope of this research. The results of the study showed that, simultaneously, an organizational culture, communication, leadership style have significant effects on job satisfaction of SMA/SMK/MAN principals across Siantar City and partially the variable of leadership style is more dominant than other two independent variables.

## Conclusions

This research analyzed the role of organizational culture, communication and leadership style on job satisfaction. The object of this research was Senior High Schools (SMA)/Vocational Secondary School (SMK), while the subjects were 55 School Principals. Four variables from the research data were gathered through instruments in the form of valid and reliable questionnaires. Statistical Analysis of the research data used multiple linear regression analysis with the significance in accordance with the output of SPSS 22.0. Findings indicated that organizational culture has an effect but not significant on job satisfaction, while communication has a significant effect on job satisfaction, and leadership style has a significant effect on job satisfaction, the simultaneous variable of organizational culture, communication and leadership style has a significant effect on job satisfaction. Finally, this research concludes the following points (i) an organizational culture has an effect on on job satisfaction but insignificant, (ii) communication has a significant effect on job satisfaction, (iii) leadership style has a significant effect on job satisfaction, (iv) the variables of culture, communication, leadership style have significant effects on job satisfaction.

## References

- Baron, R. A., & Byrne, D. (2005). *Social psychology: Understanding human interaction*. Allyn & Bacon. (Translated by: Ratna Djuwita) Jakarta: Erlangga Publisher.
- Batson in Franzoi, L. (2006). *Social Psychology*. New York, McGraw Hill. Companies. Inc.
- Brahmasari, I. A., & Suprayetno, A. (2009). Effect of work motivation, leadership and organizational culture on employee job satisfaction and its impact on company performance (Case study at PT. Pei Hai International Wiratama Indonesia). *Management and entrepreneurship journal*, 10(2), 124-135.  
<http://cpanel.petra.ac.id/ejournal/index.php/man/article/viewFile/17039/17003>, accessed on January 2015
- Casio, Wayne F. (2008). *Managing Human Resources*. USA: McGraw Hill, over the Bible Ayudia.
- Colcuitt, J. , Le Pine, Jeffery A. and Wesson, (2009). *Goal Path*. Mc Graw-Hill
- Djafri. N. (2014). *Emotional Intelligence Management for Heads school*. Ideas Publishing, Gorontalo.
- Franzoi S.L., (2003). *Social Psychology*. 3rd edition. McGraw Hill Company.

- George Jenifer M. and G. R. Jones (2006). *Understanding and Managing Organizational Behavior*. Sydney: Wesley Publishing Co., Ins,
- Gostick, A., and E. Chester, (2010). *The Orange Revolution: How One Great team can Transform an Entire Organization*.
- Herabudin (2009). *Educational Administration and Supervision*, Bandung, Pustaka Setia.
- House, R. J., & Mitchell, T. R. (1975). Path-goal theory of leadership (No. TR-75-67). Washington univ seattle dept of psychology.
- Ivanchevich, J.M., Konopaske, R. and Matteson, M.T. (2008) *Organizational Behavior and Management*, 8th edition. New York: The Mc Graw-Hill.
- James, M.E. (2009). *Administrative and Supervisory Management*. Englewood: Prentice-Hall, Inc, N.J.,
- Lussier, R.N., (2009). *Management fundamentals*. South Western. USA.
- McShane, S.L. and Von Glinow, M.A. (2007). *Organizational Behavior* (Essentials). The McGraw-Hill Irwin.
- Mullins, L. (2005). *Management and organisational behaviour*. Seventh edition. Harlow: Prentice Hall.
- Mulyasa, E. (2002). *Bandung Based School Management*. Youth Rosdakarya.
- Newstrom, J. W., (2007). *Organizational Behavior*, New York, McGraw Hill.
- Nugraha, G., Astuti, E.S. and arbiters, M.S. Effects of Financial Incentives and Non-Incentives Financial towards Employee Motivation and Work Spirit (Study of Employees PT Bank Negara Indonesia. Persero TBK. Main Branch Office Madura). *Journal Business Administration (SO DID JAB)*. Vol. 6 (2) pp. 1-7  
<http://administrasibisnis.studentjournal.ub.ac.id/index.php/jab/article/view/283>, (accessed on January 2015) Ministry of Education Decree No.13 of 2007
- Purwaning, U.S. (2014). The relationship between emotional intelligence and culture: the organization with the leadership style of production supervision at pt. faber castel indonesia . *WIDYA Scientific Journal*. Vol.2, N:1 pp25-32.
- Robbins, P.S., & Judge, T.A., (2009). *Organizational Behavior*. 13th Edition New Jersey: Pearson Education International, Prentice-Hall, Inc.
- Sudarman, D. (2004). *Leadership Motivation and Group Style*. Publisher Rineka Cipta.
- Tannenbaum R. and Schmidt, W.H. (1958). *Leadership in Jakarta Management*: RajaGrafindo Persada.